



Sturbridge Host Hotel and Conference Center  
 366 Main Street, Sturbridge, MA 01566  
 1-800-582-3232  
<http://www.sturbridgehosthotel.com/>

Fiscal Year 2012

Low-Income Home Energy Assistance Program (LIHEAP) Training Conference

# AGENDA

**MONDAY, September 19, 2011**

7:00 am – 8:30 am	<b>Continental Breakfast</b>	
8:00 am – 8:45 am	<b>DAY 1</b>	<b>Registration</b>
9:00 am – 9:15 am		<b>Welcome and Opening Remarks</b> Gerald Bell, Manager, Community Services Programs, DHCD Heriberto Flores, Chairman, President and CEO, Partners for Community and New England Farm Workers' Council, Inc.
9:15 am – 9:45 am		<b>FY 2012 LIHEAP Funding and Benefits</b> <b>FY 2011 LIHEAP Trends</b> Gerald Bell, Manager, Community Services Programs, DHCD Akm Rahman, Senior Information & Program Coordinator, DHCD
9:45 am – 10:30 am		<b>Guidance Changes and Overview</b> Moderator: Kathy Krasco, Program Coordinator, DHCD Presenters: Akm Rahman, Senior Information & Program Coordinator, Gerald Bell, Manager, Community Services Programs, Glenn Bouchard, Program Representative; Tonia Barlow, Program Representative; Carlos Luna, Program Representative.
10:30 am – 10:45 am		<b>MORNING BREAK</b>
10:45 am – 11:30 am		<b>Guidance Changes and Overview Continued</b>
11:30 am – 12:45 pm		<b>Utility and Client Rights</b> Introduction: Gerald Bell, Manager, Community Services Programs, DHCD Presenter: Charles Harak, Senior Attorney, Energy Project, The National Consumer Law Center (NCLC)
12:45 pm – 1:45 pm		<b>LUNCH BREAK</b>
1:45 pm – 3:15 pm		<b>Arrearage Management Program (AMP) Overview &amp; Best Practice Examples</b> Moderator: Gerald Bell, Manager Community Services Programs Presenters: Virginia Anthony, Columbia Gas; Susan Corson, Unitil; Teresa Jackman, Western Massachusetts Electric Company; Hank Nadeau, New England Gas Company; Kathleen Orrick, NSTAR; and Adam Sweeney, National Grid
3:15 pm – 3:30 pm		<b>AFTERNOON BREAK</b>
3:30 pm – 4:30pm		<b>Customer Service</b> Introduction: Tonia Barlow, Program Representative, DHCD Connie Martin, Associate Executive Director, Community Teamwork, Inc. (CTI)
4:30pm – 5:30 pm		<b>Fuel Directors' Round Table</b> Moderators: Gerald Bell, Manager, Community Services Programs and Akm Rahman, Senior Information & Program Coordinator, DHCD

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## TUESDAY, September 20, 2011

7:00 am – 8:15 am	<b>Registration and Breakfast</b>	
8:30 am – 9:30 am	<b>DAY 2</b>	<b>Fraud, Waste, and Abuse Prevention Training</b> Introduction: Gerald Bell, Manager, Community Services Programs, DHCD Presenter: Scott Olsen, Director, Department Assistance Bureau, Office of the Comptroller, Commonwealth of Massachusetts
9:30 am – 10:15 am		<b>LIHEAP Program Integrity Workshop</b> Presenters: Akm Rahman, Senior Information & Program Coordinator and Kathy Krasco, Program Coordinator, DHCD
10:15 am – 10:30 am		<b>MORNING BREAK</b>
10:30 am – 11:00 am		<b>LIHEAP Program Integrity Workshop Continued</b>
11:00 am – 12:00 pm		<b>Benefit Enrollment and Coordination System (BECS) &amp; Software Updates</b> Presenters: Jeffrey Brown, Chief Executive Officer and Annette Rodriguez, Director of Customer Relations and Support, Community Networks Corporation
12:00 pm – 1:00 pm		<b>LUNCH BREAK</b>
1:00 pm – 1:30 pm		<b>Security and Information Technology</b> Prudence Lange, Information Center Coordinator, DHCD Jeffrey Brown, Chief Executive Officer and Annette Rodriguez, Director of Customer Relations and Support, Community Networks Corporation
1:30 pm – 2:30 pm		<b>Local Administering Agency Best Practice Examples</b> Moderator: Tonia Barlow, Program Representative, DHCD “We are More than an Oil Delivery”, Judy Fitzmaurice, Program Director, SHI; “Preventing Recurring Client Emergencies”, Anne Gross-Shannon, Director, Energy Programs, QCAP; Application Flow Chart and Process, Lourdes Aspiras, Program Manager, SMOC; “LIHEAP Crowd Control”, Norman Yelle, Assistant Director, CFC; and “Verification of Fixed Income Sources Using Public Information”, John Keeney, Program Coordinator, NEFWC-Fitchburg
2:30 pm – 3:00 pm		<b>Conference Evaluations and Closing Remarks</b>

### Directions to Sturbridge Host Hotel

Sturbridge Host Hotel & Conference Center is located on Route 20. From the North, East and West, take the Massachusetts Turnpike (Interstate 90) to Exit 9, Route 20 West. From the South, take either Interstate 84 or Route 131 to Route 20 West. Sturbridge Host Hotel & Conference Center is located on the shore of Cedar Lake, just past the first set of traffic lights. <http://www.sturbridgehosthotel.com>

